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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.
08/919,458	08/20/97	HARRISON	C 018972.0441

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LM02/1015

EXAMINER  
NGUYEN, C

ART UNIT PAPER NUMBER  
2764 6

DATE MAILED: 10/15/98

Please find below and/or attached an Office communication concerning this application or proceeding.

Commissioner of Patents and Trademarks

# Office Action Summary

Application No.  
**08/919,450**

Applicant(s)  
**Harrison**

Examiner  
**Cuong H. Nguyen**

Group Art Unit  
**2764**



☒ Responsive to communication(s) filed on 8/21/98 (the IDS)

☐ This action is **FINAL**.

☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11; 453 O.G. 213.

A shortened statutory period for response to this action is set to expire 3 month(s), or thirty days, whichever is longer, from the mailing date of this communication. Failure to respond within the period for response will cause the application to become abandoned. (35 U.S.C. § 133). Extensions of time may be obtained under the provisions of 37 CFR 1.136(a).

## Disposition of Claims

☒ Claim(s) 1-33 is/are pending in the application.

Of the above, claim(s) \_\_\_\_\_ is/are withdrawn from consideration.

☐ Claim(s) \_\_\_\_\_ is/are allowed.

☒ Claim(s) 1-33 is/are rejected.

☐ Claim(s) \_\_\_\_\_ is/are objected to.

☐ Claims \_\_\_\_\_ are subject to restriction or election requirement.

## Application Papers

☐ See the attached Notice of Draftsperson's Patent Drawing Review, PTO-948.

☐ The drawing(s) filed on \_\_\_\_\_ is/are objected to by the Examiner.

☐ The proposed drawing correction, filed on \_\_\_\_\_ is ☐ approved ☐ disapproved.

☒ The specification is objected to by the Examiner.

☐ The oath or declaration is objected to by the Examiner.

## Priority under 35 U.S.C. § 119

☐ Acknowledgement is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d).

☐ All ☐ Some\* ☐ None of the CERTIFIED copies of the priority documents have been  
☐ received.

☐ received in Application No. (Series Code/Serial Number) \_\_\_\_\_.

☐ received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\*Certified copies not received: \_\_\_\_\_

☐ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. § 119(e).

## Attachment(s)

☒ Notice of References Cited, PTO-892

☒ Information Disclosure Statement(s), PTO-1449, Paper No(s). 5

☐ Interview Summary, PTO-413

☐ Notice of Draftsperson's Patent Drawing Review, PTO-948

☐ Notice of Informal Patent Application, PTO-152

--- SEE OFFICE ACTION ON THE FOLLOWING PAGES ---

Serial Number: 08/919,450  
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#### DETAILED ACTION

1. This Office Action is the answer to the IDS (8/21/98).
2. Claims 1-33 are pending in this application.

#### *Drawings*

3. This application has been filed with informal drawings which are acceptable for examination purposes only. Formal drawings will be required when the application is allowed.

#### *Specification*

4. The disclosure is objected to because of the following informalities:

- On page 1, lines 6-16, all the blanks and related applications should be updated.

Table: The table labeled Table 1 which appears on page 14 is inappropriate. "The width of table as presented should be limited normally to 5 inches so that it may appear as a single column in the printed patent. If it is not possible to limit the width of a table to 5 inches (12.7 cm.), it is permissible to present the table with a maximum width of 10 3/4 inches (27.3 cm.) and to place it sideways on the sheet", see 37 CFR 1.58 and 37 CFR 1.96.

Appropriate correction are required.

5. *Claim Objections*

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- In claim 18, line 17, "1" should be --17--.

**Claim Rejections - 35 USC § 103**

6. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

*(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.*

7. Claims 1-8, 10-11, and 17-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sisley et al. (US Pat. 5,737,728), in view of Ehlers et al. (US Pat. 5,572,438).

A. In view of claims 1, 20: Sisley et al. ('728) teaches a system and method for assigning and scheduling resource requests to arrive at near-optimal assignment and scheduling solutions; these system and method are similar to a computer-aided technician dispatch system that comprises means/steps using means:

- a communications system linking to subscribers, a team of technicians, and service representative, and a user (see '728, col.1 lines 41-56);

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- an input terminal for receiving information, said information comprising:
  - service request information from subscribers (see '728, col.1 lines 41-56);
  - work order information from a team of technicians (see '728, col.1 lines 41-56);
  - technician information (see '728, col.2 lines 27-59);
- a server coupled to the input terminal for processing a service request information and for generating a graphic representation of that service request information (see '728, Fig.1); and,
- a display for receiving a graphical representation of the service request information and for presenting said graphical representation to a user (see '728, Figs.9-10, col.4 lines 62-67).

However, Sisley et al. do not clearly disclose an input terminal that receiving quota information.

Ehlers et al. ('438) teach about checking allotment of time; it is similar to checking quota information (see '434 col.28, lines 30-34).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of invention for using that checking

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allotment of time idea of Ehlers et al. in the invention of Sisley et al. to come up with a dispatching system/method as in claims 1/20; because the addition of quota information makes the received information more accurate.

B. In view of claims 2-8, 10-11, and 17-19, 21-30, 32-33: The rationales for the rejection of claim 1 is incorporated herein.

The examiner submits that it is **obvious** that these following information are well-known in a common dispatching/communications system:

Re. Claims 2/26: using a telephone;

Re. Claims 3/27: using a portable computer;

Re. Claims 4/28: using a facsimile machine;

Re. Claims 5/29: using an electronic mail;

Re. Claims 6/30: using a radio;

Re. Claim 7: displaying of service requests on said display;

Re. Claim 8: displaying of work order information on said display;

Re. Claims 10/32: a service requests is showed in a service request window (just a common design feature);

Re. Claims 11/33: work order information is showed in a work order window (just a common design feature).

Re. Claims 17, 21: The examiner submits that it is **obvious** that technician information comprises:

- schedule information, start and end location information (see also '728, col.28 lines 1-25); and
- skill information (see also '728, col.9 lines 28-37).

Re. Claims 18, 22: The examiner submits that it is **obvious** that schedule information comprises:

- schedule hour and area information (see also '728, col.28 lines 1-25); and

Re. Claim 19: The examiner submits that it is **well-known** that information can be edited by a user (see also US Pat. 5,133,081 paragraphs #32-33, 40 of the detailed description).

Re. Claims 23-25: The examiner submits that it is **obvious** for a person with skill in the art to suggest a step of:

- updating equipment; or
- updating equipment comprises refreshing a converter (turning power **off** and **back on**); or
- updating equipment comprises adding a converter.

8. Claims 9, 31, 12-16 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sisley et al. (US Pat. 5,737,728), in view of Ehlers et al. (US Pat. 5,572,438), and further in view of Pickett et al. (US Pat. 5,761,278).

The references for rejection of claim 1 are incorporated herein.

In addition to Sisley et al. (US Pat. 5,737,728), and Ehlers et al. (US Pat. 5,572,438) patents:

A. Re. Claims 9/31: Pickett et al. ('278) also suggests a graphical representation for directions (see '278; col.2, lines 27-34; or Excite engine in World-Wide-Web (Internet) for Yellow Page map address creation).

B. Re. Claim 12: The examiner submits that it is **obvious** that schedule information comprises:

- schedule hour and area information (see also '728, col.28 lines 1-25); and

C. Re. Claims 13-16: The references for rejection of claim 1 are incorporated herein. The examiner submits that it is **inherent/obvious** that:

- Sisley et al.'s server comprises an assignment order processing means.

- Sisley et al.'s server can comprises a technician information processing means.

- Sisley et al.'s server comprises an automatic routing means (see '728, col.17 lines 34-38, and col.21 lines 8-12).





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Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive, Arlington. VA., Sixth Floor (Receptionist).

Any inquiry of a general nature or relating to the status of this application should be directed to the Group receptionist whose telephone number is (703)305-3900.

Cuong H. Nguyen  
October 08, 1998



James R. Trammell  
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